

# IDAHO ENTERPRISE SERVICES OVERSIGHT COMMITTEE

## OFFICIAL MINUTES

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September 1, 2010

A meeting of the Idaho Enterprise Services Oversight Committee (ESOC) was held on this date in Room 155, 650 West State Street, Boise, Idaho. The meeting was called to order at 2:00 p.m.

### **Members Present:**

Shannon Barnes, Idaho Department of Transportation, Chair  
Becky Barton-Wagner, Department of Insurance, Co-Chair  
Carla Casper, Department of Administration  
John McAllister, Idaho Department of Labor  
Landis Rossi, Department of Health and Welfare  
Steve Wilson, Office of the State Controller  
Greg Zickau, State CTO and Ex-Officio Member

### **Others Present:**

Dena Duncan, Department of Administration  
Glenn Haar, State Tax Commission  
Bob Hough, Office of the State Controller  
Scot Maring, Department of Administration

## **Approval of Minutes**

**MOTION:** Steve Wilson moved and Becky Barton-Wagner seconded that the Committee approve the minutes of the June 30, 2010, Idaho Enterprise Oversight Committee meetings as written. The motion passed.

## **Data Loss Prevention Update**

Dena Duncan stated that all outbound Idaho Consolidated Services (ICS) email is now going through IronMail. The change was successful and the only complaints received have been that some senders are not getting 'read-receipt' responses back. This is hard to troubleshoot since others in the same agency are receiving the responses. She will continue to research this issue.

While all outbound ICS mail is going through IronMail and is filtered for antivirus, the data loss prevention filter capability is by agency request and has only been turned on for the State Tax Commission (TAX). Since the system is still being tested, any outgoing email being caught by the filter is not being quarantined and is still being sent, but the incident is being logged and a notice is being sent to the TAX contact.

Information on the data loss prevention capability has not been provided to agencies yet since it is still being tested.

## **Human Rights Commission and ICS**

Since the last meeting, the decision had been made to allow the Idaho Human Rights Commission's (IHRC) email to move from ICS to Department of Labor's (LABOR) email system. The committee now discussed whether IHRC's mailbox fees should continue to be assessed. The issue is less about the dollar amount and more about precedence. Should a large agency leave the ICS email system in the future, the dollar amount could be significant and severely impact ICS.

**MOTION: Landis Rossi moved and Becky Barton-Wagner seconded that LABOR should pay IHRC's mailbox fees for the remainder of the fiscal year and that the Department of Administration can decide whether to actually collect the money or not. The motion passed.**

## **Cloud Computing and Pilot Project Update**

John McAllister provided a handout on the background of the pilot and a copy of the slide presentation he had made to Information Technology Resource Management Council (ITRMC). John stated that ITRMC approved proceeding with the pilot under four conditions.

1. Quarterly reports are provided to the ITRMC.
2. A cost/benefit analysis is completed.
3. A risk assessment is completed.
4. The procurement issue of whether the current state contract can be used or if a Request for Proposal will be required must be resolved.

John further stated that a meeting with Microsoft to discuss technical issues is planned for September 9. The final project report is planned for August 2011.

## **ESOC'S Role in the Pilot**

The committee decided it is interested in LABOR providing the following information to the ESOC during the pilot:

1. Which applications have trouble with conversion to the cloud and how they are fixed.
2. The role of active directory in the cloud.
3. If users are able to view calendars across agencies.
4. What cloud computing provides versus ICS. A gap analysis of our business requirements is needed.
5. What it takes from the customer to manage the system and how much control the agency has.
6. A performance metrics from Microsoft tracking incidents, how frequent, how fixed, and if the customer was satisfied.
7. Business requirements on what the system has to be able to do. The ESOC can provide its business requirements to LABOR as input.
8. If the cloud requires SharePoint and if public folders are allowed.

## **Acknowledgement for the ICS Operations Team**

The Operations Subcommittee is a cross-agency team made up of Don Bernaiche from the Idaho Department of Transportation; Christopher Wilcox from the State Tax Commission; and Carla Casper, Cheryl Marsh, and Scot Maring from the Department of Administration. This subcommittee met weekly for the past two years and has completed the "ICS Operations and Policies Manual." This manual is intended to be an Idaho state operations process framework based on Information Technology Infrastructure Library (ITIL). It is for use by all IT Service Management customers, users, Support Center Managers, and Level 1 and 2 Service Technicians at agencies using state consolidated services.

The ESOC discussed possibilities to acknowledge the work completed. It was decided that Steve Wilson and Shannon Barnes would work together to write a letter to the agency directors informing them about the quality product created. It was also decided that the team should be recognized at an ITRMC meeting and an Information Systems Executive Committee (ISEC) meeting.

## **Issue Log Review**

Each of the open issues in the Issue Log was reviewed.

1. Issue: The technical architecture subcommittee to meet in six months (09/10) to look at the future architecture and report to the committee the high level pros and cons.

Status: It was decided to wait until input from the Cloud Computing Pilot Project is available. The due date was changed to January 2011.

2. Issue: A Windows Active Directory disaster recovery process must be established and tested to ensure domain controller system recovery in case of failure.

Status: This is being worked on. This issue will be revisited at the next meeting.

3. Issue: Audits of all Administrator Accounts will be completed by the Office of the CIO (OCIO) security team on a regular basis. For ICS the audit logs will be sent to the Hightower appliance for review of the OCIO Security Team.

Status: This is being worked on. This issue will be revisited at the next meeting.

4. Issue: Service Agreements and Acceptable Use Policies were sent out to agencies. Not all have been signed.

Status: Bill Farnsworth from the Department of Administration will be asked to follow up. This issue will be revisited at the next meeting.

5. Issue: No later than the end of December 2010, meet with David Fulkerson and submit request to get the consolidated messaging fee under SWCAP for FY12 even though it won't be fully certified.)

Status: Shannon will check with David Fulkerson to confirm when the work must be completed.

## **Other**

Landis Rossi announced that she is leaving employment with the State of Idaho. Shannon Barnes will contact the Department of Health and Welfare to inquire about her replacement on the ESOC.

Shannon Barnes will follow up with the Department of Correction about filling their vacant position on the ESOC.

It was decided that the next meeting of the ESOC will be in November. There will be no October meeting.

Becky Barton-Wagner pointed out that the Service Agreement on the website needs updated and that a verification is needed on whether the performance report is being posted. She also stated that the Service Agreement Metrics is too narrow and is focused only on email. It was discussed that all enterprise services should be included.

Bob Hough raised the issue that when distributing files via email, it takes up space in all email systems. He recommended that a website be used to house the information and that the distributed email contain just a link to the website.

## **Adjournment**

The meeting was adjourned at 3:50 p.m.

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Shannon Barnes, Chair  
Idaho Enterprise Services Oversight Committee

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Scot R. Maring, Project Coordinator  
Department of Administration